

NCBA Bank Tanzania Ltd
JOB DESCRIPTION

Job Title:	Customer Support Specialist	Reports to:	
Unit:		Department:	
Grade:		Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
<p>Play a vital role in ensuring a seamless transition of customers during the New CIB Project Activities. The job holder will provide essential assistance and support to customers during the UAT Activities, self-migration and forced migration phases. This position requires effective communication, adaptability, and a strong commitment to customer satisfaction.</p>

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financial	20%	<ul style="list-style-type: none"> Ensuring customer satisfaction: Indirectly contribute to the Bank's financial well-being by ensuring customer satisfaction, which can lead to continued patronage and potential revenue growth.
Internal business processes	20%	<ul style="list-style-type: none"> Migration support: Collaborate with the migration team to ensure that customers' accounts and data are accurately transferred to the upgraded system. Issue resolution: Identify customer pain points and proactively work towards their timely resolution. Documentation: Maintain accurate records of customer interactions, issues, and resolutions for future reference and analysis.
Customer	50%	<ul style="list-style-type: none"> Customer assistance: Help customers, whether through outbound calls or in-person at branches, to help them navigate the new omnichannel services, address their queries, and guide them through the migration process. Ensure a positive migration experience. Communication: Communicate clearly and effectively with customers, providing guidance and instructions on using the new channels and resolving any issues they may encounter. Feedback collection: Collect feedback from customers and forward it to the Line Manager for analysis and improvement. Awareness activities: Conduct awareness activities to enhance customers' knowledge of the new channels, including capabilities, offerings, and benefits. Customer activation: Activate inactive customers who are registered with the digital platform but are not currently using the channel.

		<ul style="list-style-type: none"> • Saturday Coverage: Ensure coverage for customer support on Saturdays and support after-hours as needed to accommodate customer schedules.
Learning and growth	10%	<ul style="list-style-type: none"> • Skills enhancement: Receive comprehensive training to excel in the migration exercise. • Adaptability: Embrace a dynamic, fast-paced environment to foster personal and professional growth.

Job Dimensions

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal: <ul style="list-style-type: none"> • Business Management Teams • Shared Services • Other Group Functions 	External <ul style="list-style-type: none"> • Customers • BOT •

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make.
<ul style="list-style-type: none"> • Customer assistance: Empowered to make decisions related to assisting customers in navigating the new omnichannel services, addressing their queries, and guiding them through the migration process. • Issue resolution: Authority to make decisions regarding the resolution of customer issues and concerns encountered during the migration process. • Feedback collection: Authorized to collect feedback from customers and forward it to the Line Manager for analysis and potential improvement. • Customer activation: Mandate to communicate to inactive customers who are registered with the digital platforms but are not currently using the channels for activation. • Awareness activities: Can make decisions related to planning and conducting awareness activities to enhance customers' knowledge of the digital channels, including capabilities, offerings, and benefits. • Documentation: Responsible for maintaining accurate records of customer interactions, issues, and resolutions for future reference and analysis.

Ideal Job Specifications
Academic qualifications: <ul style="list-style-type: none"> • Diploma or Certificate in Business studies, IT, or any other equivalent and relevant qualification from an accredited institution.
Desired work experience: <ul style="list-style-type: none"> • Prior experience in customer support or a similar role is advantageous.
Skills: <ul style="list-style-type: none"> • Possesses some understanding of banking products and services.

Ideal Job Specifications

- Demonstrates strong interpersonal and communication abilities.
- Thrives in collaborative team environments, fostering cooperation.
- Proficient in analytical thinking, problem-solving, and effective decision-making.
- Adaptable and eager to learn in a dynamic, fast-paced setting.
- Committed to a customer-centric approach, delivering exceptional service.
- Skilled in IT and digital technologies, including mobile devices.
- Capable of effective communication in both outbound calls and in-person interactions.
- Achieves daily targets for customer outreach through phone calls.
- Versatile in handling a wide range of customer inquiries and concerns.
- Upholds high standards of integrity and trustworthiness in professional interactions.

NCBA Bank Core Value Behaviours (Performance Drivers)

- **DRIVEN:** We are passionate, make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential.
- **OPEN:** Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other.
- **RESPONSIVE:** We are proactive, act quickly and resolutely to deliver results. We put our customer's interests at the heart of all that we do. We keep it simple and seek new ways to improve.
- **TRUSTED:** As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other.